

## YOUR RIGHTS AS A FOOD STAMP APPLICANT/PARTICIPANT

- ✓ You or someone you send always have the right to apply for Food Stamp benefits the day you contact ANY Family Support Division (FSD) office or Customer Service Center by phone or in person.
- ✓ A Food Stamp application can be sent to you in the mail the day you call the FSD office. You can mail the application back to the FSD office, fax it, or bring it in person to a FSD office.
- ✓ When applying for Food Stamp benefits, you can also apply for other help such as Medical Assistance, Temporary Assistance (cash assistance), or Child Care assistance at the same time. Or, you can apply just for Food Stamp benefits.
- ✓ If you file a joint application for Food Stamps and another assistance program and you are ineligible for the other assistance program, your Food Stamp application will not be denied solely on the basis that the other assistance was denied.
- ✓ The Food Stamp Program does not have time limits like Temporary Assistance does.
- ✓ Receiving Food Stamp benefits does not affect whether you are eligible to receive Temporary Assistance.
- ✓ If you lose your eligibility for Temporary Assistance because you go to work, meet your time limits, or for some other reason, you may still be eligible to receive Food Stamp benefits.
- ✓ You will need to be interviewed before your application can be completed. The interview may be in person or by phone.
- ✓ When your Food Stamp benefits are ending, you will receive a notice and a Food Stamp application in the mail. Fill it out, mail, fax, bring the application in person to a FSD office or complete an application online through the Missouri Benefits Center.
- ✓ It is important that you let us know about any expenses you may have because you could be eligible for more Food Stamp benefits based on these expenses.

You may be eligible to receive “expedited” or emergency Food Stamp benefits in 7 days. Otherwise, we will process your application in 30 days.

To receive Food Stamp benefits for everyone in your household, you must give FSD each person's Social Security Number. We will use the Social Security Number to:

- ✓ get information about each person from the Social Security Administration, IRS, Mo. Division of Workforce Development, Mo. Dept. of Corrections, Veterans Administration (VA), Division of Child Support Enforcement, local law enforcement, employers, etc.,
- ✓ find out whether you are already receiving benefits in Missouri or from another state.

If you do not want to give us the Social Security Number for someone in your household, the remaining household members may be eligible to receive Food Stamp benefits, without including those persons.

To receive Food Stamp benefits for everyone in your household, you must give FSD the immigration status for any non-citizen in your household. If you do not want us to check on your immigration status or the immigration status of anyone else in your household, you can decide not to apply for Food Stamps for yourself or for any other person in your household. This may cause you to be ineligible for Food Stamps or to be eligible for a lower amount of Food Stamp benefits than you would get if you apply for everyone in your household.

The staff of the Family Support Division is committed to quality customer service:

- ✓ You have the right to see or get copies of anything in your case file and have the papers explained to you in a language you understand.
- ✓ You have the right to a fair hearing if you disagree with any decision or action made on your case, if you are denied Food Stamps, or Food Stamp benefits are reduced.
- ✓ You have the right to talk to and bring a lawyer, a friend, a relative, or anyone else to a hearing on your case.

You have the right to be treated fairly. In accordance with Federal law and U. S. Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, 1400 Independence Avenue, S. W., Washington, D. C. 20250-0410 or call (866) 632-9992 (voice and TDD). USDA is an equal opportunity provider and employer.